

The IPN DISPATCH



IPN Monthly Dispatcher Update

June 2017

IPN IS GROWING!

Wow! Our family tree is growing! We are pleased to announce the promotion of **James Sirmons** to the IPN Administrative Team as a full time employee. James has been with 911 iMedia as a Florida dispatcher and hotline team member for close to a decade. Most of you know him as FLA077. He is the master when it comes to researching calls and brings a lot to the table when it comes to quality control, research, and development. Please take a moment to say hello to James if you see him in IPN chat.



911 iMedia.com, Inc. currently has half a dozen full time employees, a handful of part timers (due to their full time job commitments), and hundreds of dedicated local dispatchers—Thank You!. The company plans to add additional staff members in various roles as our organization grows. Do you have a particular set of skills? Drop the VP a note via support and let him know. Email support@incidentpage.net and put "ATTN: VP" in the subject line.

DISPATCHER OF THE MONTH

We are pleased to announce that CAN011 has been named DOTM!

For 14 years, this dispatcher has covered Canadian news for IPN. Congratulations!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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OLD NEWS IS NOT GOOD NEWS



Over the past few months we have seen a rise in the number of complaints regarding old content being paged to the system. Please do not lose sight of our mission to page real time incidents to fellow members. All pages being transmitted should still be active and those that are more than 15 minutes old should have "Delayed: " prominently indicated at the start of your narrative.

If an incident has wrapped up and the responding agency has already left the scene, the incident should not be dispatched over the mainstream IPN categories. You can send an old call to the expansion categories (Smoke, Structure & Water Damage). Just be sure the call is no older than 12 hours late, has not been paged already and be sure to state that the call is delayed as indicated above.

The ONLY exception to the rule regarding mainstream notifications is made for significant incidents that occur between Midnight and 6AM local time. We do this because overnight coverage is not as strong as other times. Do not just pull content off your local news. Always listen to archived scanner audio to acquire accurate info. Be sure to send the alert first thing in the morning but never after 09:00 hours local time.

**03-13-2017 @ 04:44 | DFW|
Garland, TX (Dallas County)|
2 Alarm Fire| Ops 1| 3000 S
Country Club Dr| (delayed)
FD O/S with heavy fire from
a 2 story commercial
building (country club).
Fire K/D| DFW156**

**Photographed by
DFW156**



MISTAKES HAPPEN

As our seasoned veterans know, what separates IPN from the rest of the pack is the quality of our information. In fact, quality assurance is performed on every notification within 12-24 hours of being paged. This means that each page sent to the system is read and reviewed by the administrative staff. When a mistake is found, we address it with the individual dispatcher. With a monthly average of 20,000 calls sent, that's a lot of reading and reviewing!

Most errors involve a wrong category selection. Sometimes new dispatchers make mistakes because they are excited to participate but do not yet have a firm grasp of the operating policies on sending notifications. With an average of 10 new dispatchers coming on per week, we expect mistakes to happen and we work to correct the dispatcher as quickly as possible.

When a page with an obvious mistake goes out, dozens of well-intentioned people email us asking to review it. While we appreciate the heads up, we are very good at spotting these errors—just ask those who have received love notes from the QA team! But if the mistake is geographic in nature or department specific, we don't always catch it.

It would be much more helpful to receive emails on pages with a not-so-obvious mistake. If you have firsthand knowledge or your resources do not match what was paged, give us factual information. Avoid assumptions and old information. Starting your email with "I think" means you should



05-09-2017 @ 17:36 | FLA | Kendall Lakes, FL
(Miami-Dade County) | 2 Alarm Fire | MDR Tac-3 |
13211 Sw 86th Ln | U/D: Assignment size up, 2 single
story family residence with W/F | FLA420 |

Photographed by FLA420

reexamine your facts. The example below shows the kind of facts that help us identify and correct a mistake:

Burlington | Engine 2 reported a portable unit on fire with a smoke condition

"I looked on my map and found that the city is actually Essex not Burlington."

OR

"I am on this department and we haven't turned a wheel all day."

OR

"I was listening to the call and Engine 2 reported a portable 'potty' on fire, not unit."

Hopefully, you get the idea. It's real easy to assume and speculate but without actual facts, it is difficult for us to continue to provide our superior level of quality assurance and, more importantly, help the dispatcher produce quality pages in the future!

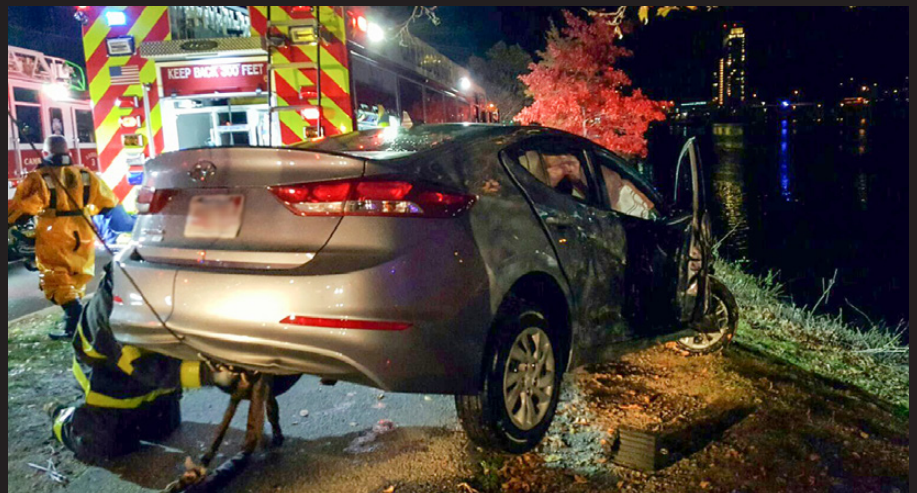
REMARKABLE INCIDENT

Three subjects survived a helicopter crash in Santa Barbara. All are expected to recover fully.

05-05-2017 @ 14:32 | CAL| Santa Barbara, CA (Santa Barbara County)| Aircraft Down| 4015 Via Laguna| E13 O/S of a helicopter that has crashed at a golf course.| CAL161

CAL| Santa Barbara, CA (Santa Barbara County)| Aircraft Down| 4015 Via Laguna| U/D: IC advising 3 patients with major injuries. Full first alarm.| CAL161

Photographed by Zack Warburg



11-07-2016 @ 01:07 | MAS | Cambridge| Search & Rescue | Memorial Dr & River St|CFD o/s 2 Car MVA with 1 Car in the River. Reported to be unoccupied. CFD diver entering water.| MAS466

Photographed by Mark Herson

YOU'RE LEANING A LITTLE TO THE LEFT

Photographed by Rick Kulmann

**05-19-17 @ 11:17 | CON |
Southington, CT (Hartford
County) | Major Accident | I-84
E/B at exit 28 | SFD & CSP o/s
tractor trailer rollover on the on
ramp with no injuries | CON203**



**05-25-17 @ 11:26 |
CON | Southington,
CT (Hartford County)
| Major Accident
| I-84 E/B @ Exit
28 | CSP & Car 5
o/s tractor trailer
rollover on the on
ramp no injuries |
CON203**



**05-12-2017 @ 22:27
MCH| Flint, Mi
(Genesee County)|
1 Alarm Fire | 2000
Delaware St| E-31 o/s
with a fully engulfed
1 story structure,
no exposures, E-31
stretching| MCH 028**

**Photographed by
MCH028**

MONTHLY STATS

JAN	FEB	MAR	APR
New York	Florida	Florida	Florida
California	New York	New York	California
Florida	California	California	New York
New Jersey	New Jersey	Mass	New Jersey
Texas	Mass	New Jersey	Illinois
Mass	Pennsylvania	Maryland	Mass
Pennsylvania	Maryland	Illinois	Texas
Wisconsin	Texas	Texas	Pennsylvania
Ontario	Wisconsin	Ohio	Ohio
Ohio	Illinois	Pennsylvania	Maryland

The April numbers are in and the **State of Illinois is our superstar!** Mimicking their run in Spring 2016, our ILL team got it done, jumping into the fifth spot. Their efforts trumped Massachusetts by 17 calls, moving Mass down by one spot. ILL was just 19 incidents away from beating out the dispatchers in New Jersey.

The race for the top three most active states remains very tight. **Florida is holding on at #1** for now with California nipping at their heels. One more call each day in any of the Golden State's four chapters would have pushed them to the number one spot. New York was also close to the coveted spot with 51 calls less than California.

We are thrilled to report that six of the top ten states transmitted more than a thousand alerts each in the month of April. **Everyone should be proud of these numbers. It's amazing!**

WE LOVE YOUR PHOTOS!!!

You sent in some great photos this month. We love seeing first responders in action. Keep sending them on! When submitting a photo, please **include the date and time of the incident.** Also, your name will be used instead of your IPN ID unless indicated otherwise.



CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

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